

Appendix III: DHS/MCO Contract Liquidated Damages

Topic	Liquidated Damages
Honoring outstanding prior authorizations	\$157 per occurrence
1915(c) and 1915(i) HCBS waiver assessment and care plan development	\$315 per occurrence.
Communications	\$625 per occurrence.
Marketing	\$625 per occurrence.
Member Services Helpline	\$796 per reporting period in which any standard is not met
Timely Prior Authorization Processing	\$542 per occurrence
Grievance Resolution	\$157 per occurrence
Appeals Resolution	\$157 per occurrence
Reporting	\$315 per instance
Provider Enrollment File	\$2500 per occurrence
Timely Claims Processing	\$5,474 per reporting period
Encounter Submission	\$8,100 per accounting period
Provider Credentialing	\$3,069 per month
Provider Agreements	\$1,136 per occurrence
Network Access	\$5,131 per reporting period
Response to the Agency Inquiries	\$240 for each incident of non-compliance.
Onsite Staff Attendance	\$485 per occurrence
Readiness Review	\$2,168 per day
Corrective Action Plan Compliance	\$284 per day